

ARIZONA DEPARTMENT OF HEALTH SERVICES
DIVISION OF LICENSING SERVICES
Office of Long-Term Care
150 N. 18th Ave, Ste. 440 Phoenix, AZ 85007 602/364-2690
400 W. Congress, Tucson, AZ 85700 520/628-6965

ABUSE IN NURSING HOMES - WHAT TO DO

All residents have the right to be free from abuse by anyone in their nursing home. This includes any kind of abuse from staff members, other residents, volunteers, family, friends, or any other individual. There are different kinds of abuse.

PHYSICAL ABUSE includes hitting, striking, pinching, slapping, shaking, pushing, grabbing, handling in a rough manner, or injuring someone in another way. It also includes prolonged, excessive, inappropriate, or unauthorized use of physical restraints or drugs used to control your behavior.

VERBAL ABUSE includes name calling, yelling, swearing, frightening, belittling, intimidating, or threatening someone.

SEXUAL ABUSE includes sexual contact, sexual harassment, sexual coercion, and sexual assault. There should NEVER be sexual contact between a staff member and residents.

EMOTIONAL ABUSE includes belittling, causing fear or shame, threatening to punish residents for their behavior, threat of eviction, or encouraging a resident to pay for favors or attention. It may also include encouraging you to purchase gifts that you do not want to buy.

FINANCIAL ABUSE includes theft of property or money and misappropriation of personal funds, such as charging for items of service included in the daily rate or for items or services you did not request.

NEGLECT includes being ignored or being treated with indifference, not receiving basic medical or personal care (such as assistance with personal hygiene, adequate food, liquids, shelter, and clothing) and protection from health and safety hazards.

ISOLATION includes involuntary seclusion, being prevented from meeting with visitors, or not having privacy with regard to telephone calls or mail.

If you believe that you or another resident is being abused, you should immediately tell the nursing home administrator and contact either the Office of Long Term Care Services, the Ombudsman Program, or Adult Protective Services. The nursing home must thoroughly investigate any alleged abuse and must report any alleged abuse to the Office of Long Term Care Services. In addition, they must report any "unusual occurrence" which threatens the welfare, health or safety of residents to the Office of Long Term Care Services within 24 hours of the occurrence. You may also want to call the police department if there has been physical or sexual abuse or other serious crimes.

CONTACT INFORMATION:

Adult Protective Services: Aging & Adult Administration
 Arizona Department of Economic Security
 1789 West Jefferson Street
 Phoenix, AZ 85007
 602/255-0996; TOLL FREE 24-HOUR: 1-877-767-2385

State Ombudsman Program: Office of State Long-Term Care Ombudsman
 Arizona Department of Economic Security
 1789 West Jefferson
 Phoenix, AZ 85007
 602/542-6454

Regional State Ombudsman Offices in Communities and Counties:

Benson/Wilcox	520/287-5066	Hopi Tribe	520/734-3558
Coconino/Apache/Navajo	520/774-1895	Inter Tribal Council	602/258-4822
Maricopa	602/264-2255	Navajo Nation	520/871-6796
Mohave	520/753-6247	White Mountain	
Pinal, Gila	520/836-2758	Apache	520/338-4346
Pima	520/790-7262	Pasqua Yaqui	520/883-6192
Sierra Vista/Bisbee/Douglas	520/432-5301		
Yavapai	520/634-3383		
Yuma/La Paz	520/782-1886		
North Cochise/Graham/ Santa Cruz	520/287-5066		